

METHOD AND SYSTEM FOR ROUTING TRANSACTIONS IN
AN AUTOMATIC CALL DISTRIBUTION SYSTEM BASED ON NON-
VOICE DIALOG AGENT SKILL SET

Applicant: Dezonno

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FIG. 1

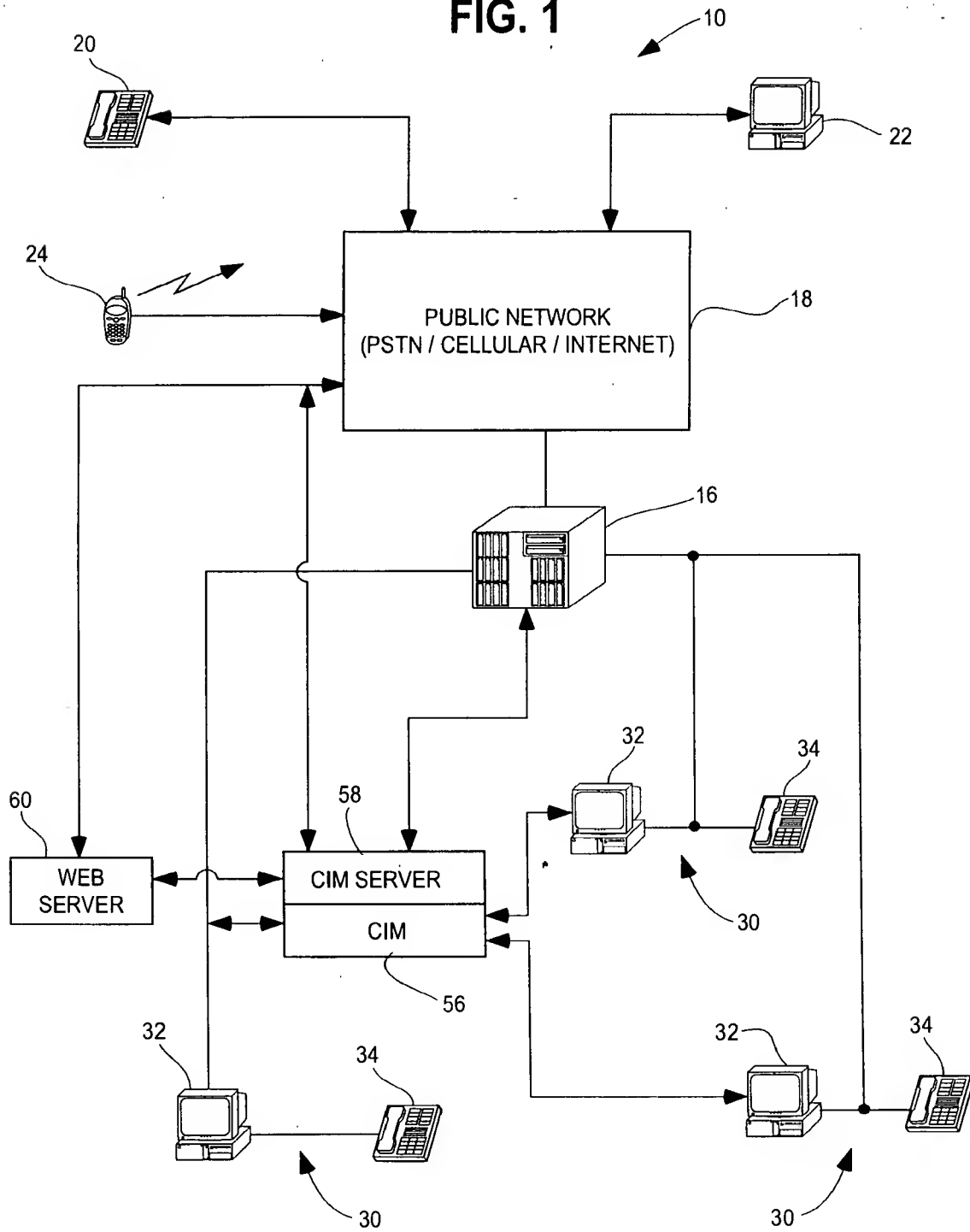


FIG. 2

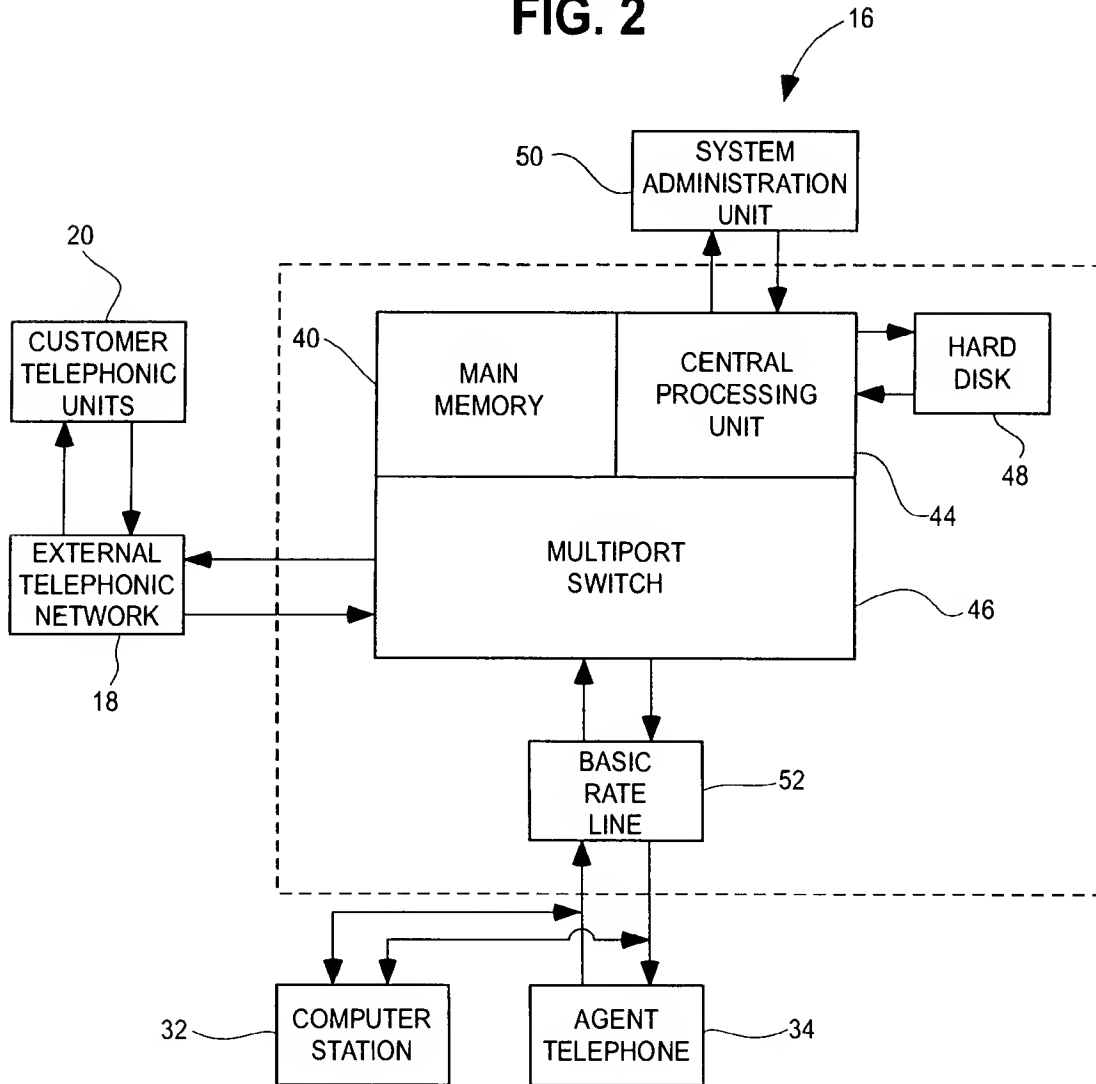


FIG. 3

